

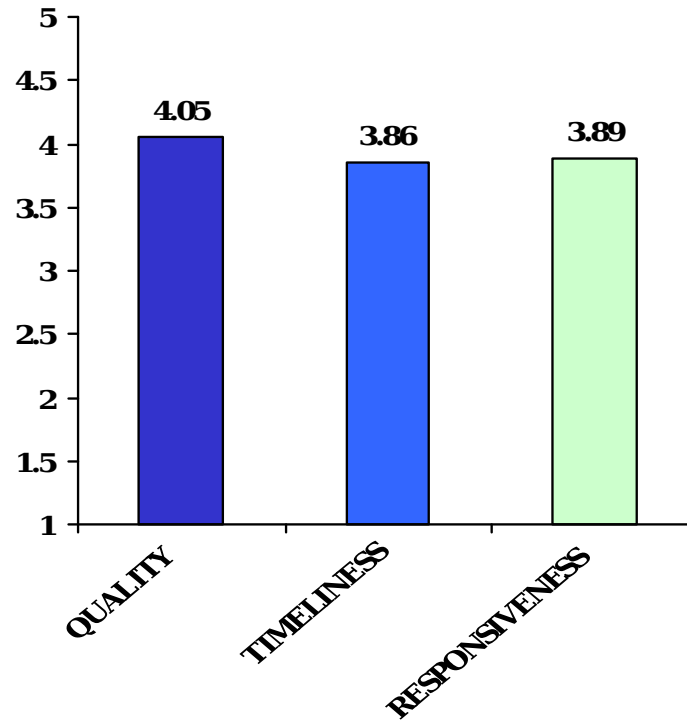
*HQ Fort Monroe
External Customer
Survey
Results
28 JAN 03*

Result

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EXTERNAL CUSTOMER SURVEY RESULTS

**TOTAL OF 60
CUSTOMERS
PARTICIPATED
IN SURVEY**



TRENDS

1. Slow response time for heat/air services.
2. Slow response for maintenance requests, but follow-up is good.
3. Get rid of the speed bumps.
4. Need a more focused survey, be more specific.
5. Most of the support received from Post personnel is outstanding.

Survey



FORT MONROE GARRISON CARES!

WHAT DO YOU THINK OF US?

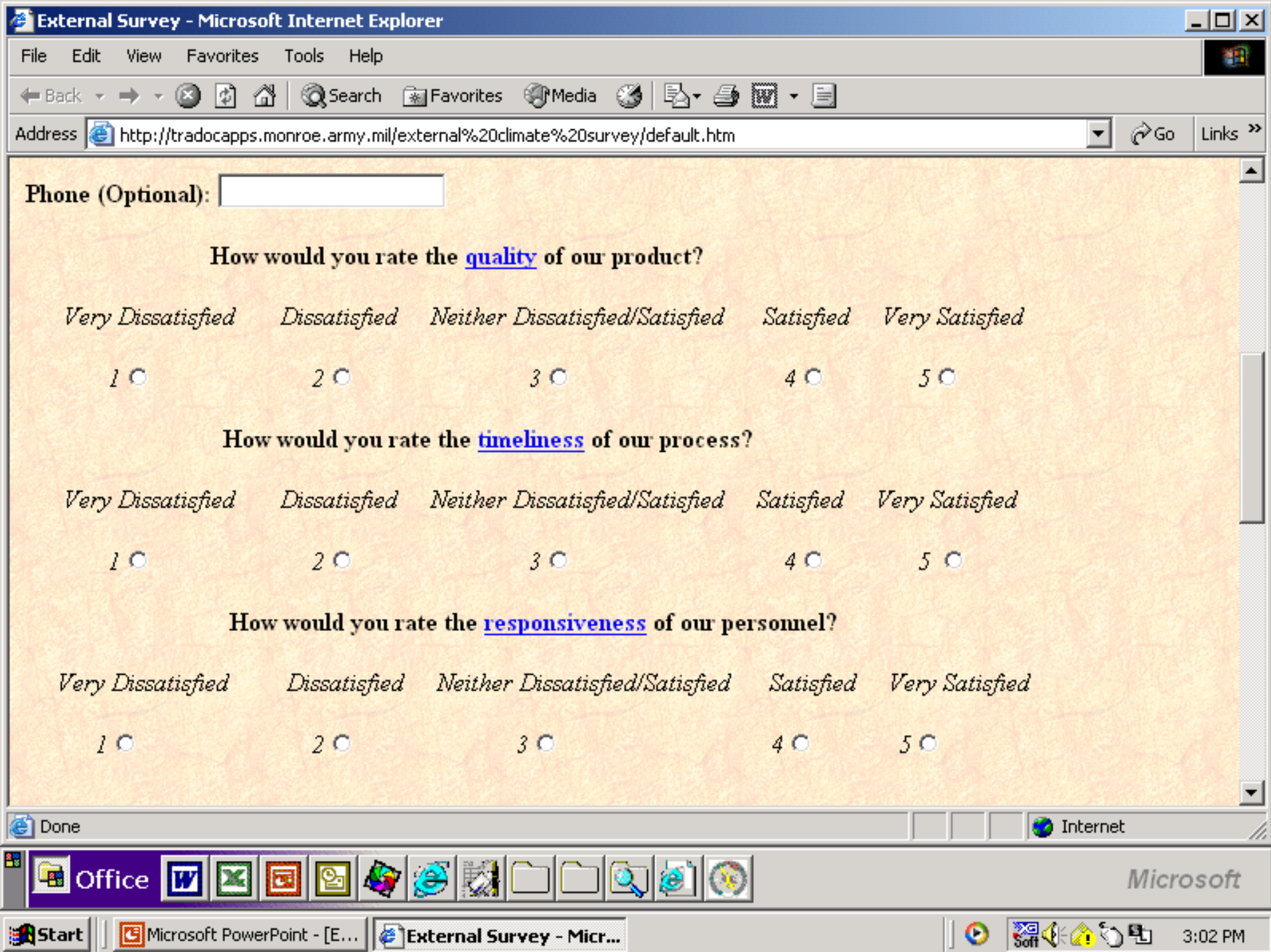


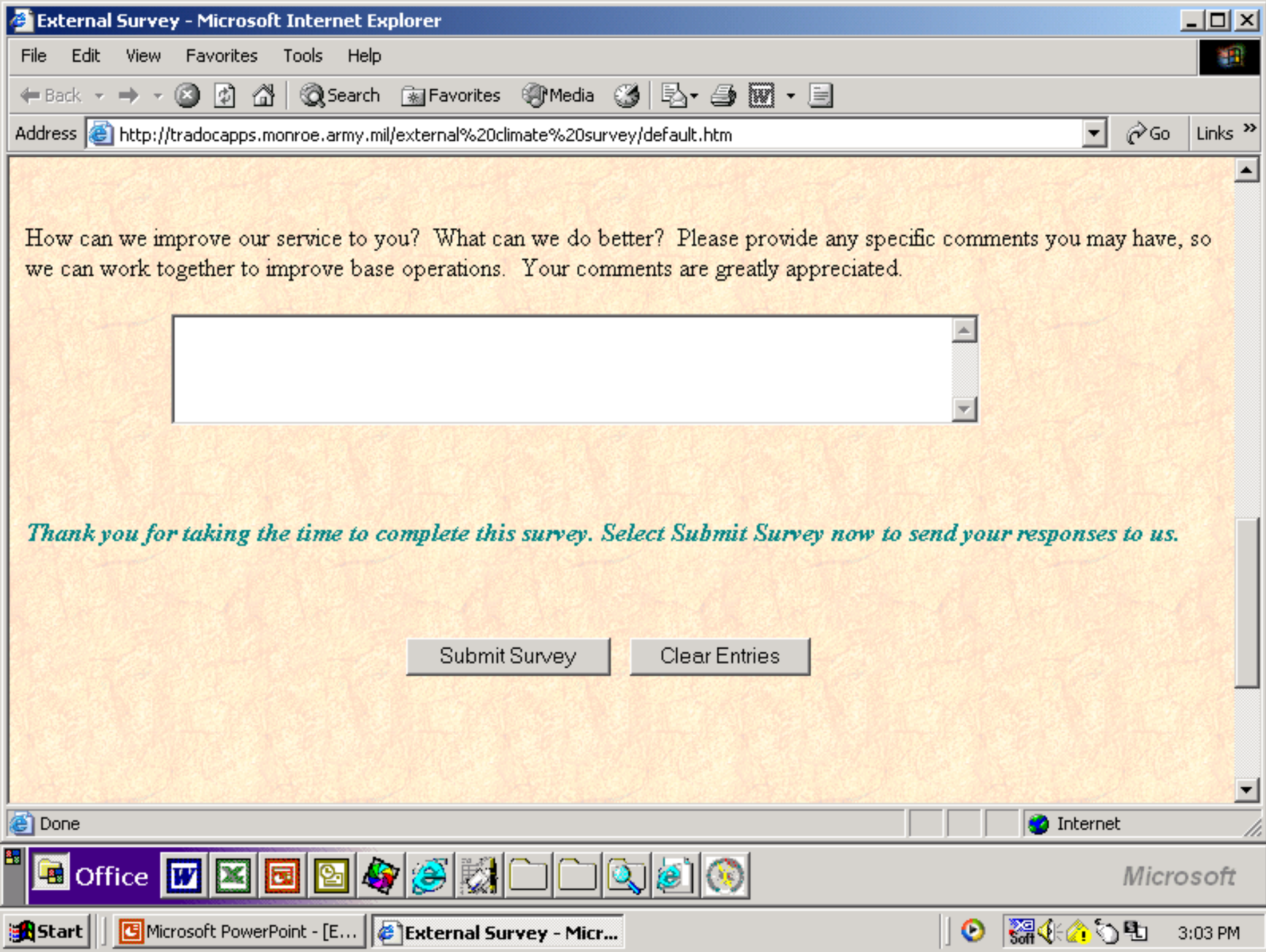
Our mission is to provide base operations support to Department of Defense personnel and activities through facilities, infrastructure, well-being and force protection. Your opinion regarding our relationship is very important to us!

Please take a few minutes to provide us feedback on how well we worked together!

Organization (Required):

Name (Optional):





*Comme
nts*

ID	ORG_Name	Name	PHONE	Quality	Timeliness	Responsiveness	Special_Comments
1	NSWC	Thomas A Kush	2066	4	4	4	
2	DCSOPST			4	4	4	
3	HQ AAC	Alan Phillips	4869	4	4	4	
4	ATCS	Kathie Green	788-2801	4	3	3	My #3 answers refer to the slow response time to most of our requests for service to heat/air or other maintenance problems that come up. Need a more timely response. Once serviced though, followup has been good. Thank you for the opportunity to share our concerns. Appreciate all that the Postwide employees do to support TRADOC. Kathie
5	ATCS			4	3	2	
6	Administrative Office			4	4	4	
7	DCSPIL AG	Julie Manta	5048	4	4	4	
8	US Army Audit Agency	Barbara Groh	3611	5	4	4	The only real concern I have is the length of time we have to wait before the heat gets turned on in our building every year. It seems that turning on the heat is CALENDAR driven rather than TEMPERATURE driven.
9	SGS	MAJ Poates	4176	4	4	4	
10	COS Command Safety Office	Kornfeld, Jack T.	X-2193	4	4	5	
11	HQ TRADOC	Milton Hilliard	788-2418	2	2	2	Fix the Club and the food. Improve recreation services, dry storage lots. Improve traffic flow at gate in the morning.
12	USO of HamptonRoads	Jeff Hill	788-4982	5	5	5	The USO of Hampton Roads has received excellent support from Ft Monroe since our arrival. IT, phones, furniture; you name it! We feel very welcome here!
13	TRADOC Safety			1	1	1	Space Management has been programmed very poorly, particularly to offices that are not DCSPIL or NERO. The original plan (all options, A, B, and C)to have Safety move to bldg 84 was ideal and absolutely no compliants from Safety. CAD told Safety in the beginning that their office was not going to move over to bldg 5 if they can help it. CAD won out and Safety, not only remains in bldg 5 (which is okay), but most of Safety's office space has been taken away from Safety, at least in present plan (18 Dec 02).
14	Secretary of the General Staff HQ TRADOC	LTC Mike Jasenak	788-4120	4	4	4	Survey housing occupants on low cost improvements that could be made to their quarters that will significantly improve the standard of living. For example, I live in 63B, an unrennovated white duplex inside the moat. DPW spent dollars to place wood railing on the front porch, and replaced a perfectly good ceiling on the side porch. From my perspective, this was a waste of dollars and did not improve our standard of living. Those dollars would have been better spent installing one gas fireplace in the livingroom, or replacing the windows to help the house stay warm. All of the other rennovated quarters have both.
15	DCSOPSandT	MAJ Fleming		5	5	5	Outstanding Operations for the size of installation. Things happen quickly and staff is responsive to needs. I greatly enjoy the Fort Monroe atmosphere.
16	Cmd Group	Pat Isbell	788-2221	5	5	5	I know a lot of customers would like the commissary to be open on Mondays.
17	HQ USAAC	Bonnie Morelen	7577882207	5	5	5	From my personal perspective, all requests for assistance, info, support of Post personnel on behalf of the Ofc of the CG USAAC/DCGIET have been handled most pleasantly, professionally, and efficiently. Truly appreciate this great working relationship! Thank you very much!
18	HQ TRADOC			4	2	3	
19	HQ Tradoc			4	2	3	
20	DCS C four			4	4	4	

ID	ORG_Name	Name	PHONE	Quality	Timeliness	Responsiveness	Special_Comments
21	HQ TRADOC			3	2	2	Get good products to personnel on time (i.e. the clothing and sales had long sleeve T-Shirts, in sizes XL and XXL there were plenty, anyone in the military that large (I hope not) but for some reason the S, M, and L were always on order). It has been three months since I discovered they were there and almost on a daily vigil I visit the clothing sales, no S, M, or L yet!
22	Joint task force civil support	SGM Richard W. Peterson	788-6177	5	5	5	
23	DCSCFOUR			3	3	3	
24	DCSIM			4	2	3	Change the DOIM help desk so that it is really a help desk. Rather than getting a voice mail or given instructions to fill out a form so you can report the problem, establish a capability that leaves you on hold until someone answers. As it is now, there is less than a 50% chance that someone will answer when you have an IT problem, in my book that is not support.
25	HQ TRADOC			5	4	4	Safety poles/ropes, life vests and floatation devices are needed along the shoreline of waters surrounding Fort Monroe; especially during the fishing/swimming seasons.
26	MI Group	CW3 David Darby	7577883826	5	5	5	Figure out a way to take over operation of the Chamberlain Hotel to move incoming/outgoing soldiers closer, and more convenient, to their work-place as they transition. This would also aid TDY travelers. I'm sure with the TDY/TLE revenue, plus the value added to the transitioning/traveling soldiers, return would be recognized. Even further, maybe the MWR Club Operations could operate the dining areas of the Chamberlain to make it even more convenient and efficient. If the Army can spend millions on Shades of Greed, Disney World, they should be able to fund a billeting operation on a historic installation which would also generate revenue.
27	NER						Get rid of the speed bumps!!!
28	NERO	Curtis Wrenn	788-5002	4	4	4	I think you need a more focused survey. What product and process are you attempting to measure. Will be happy to discuss.
29	NERO	Lynda Cascioli	788-5020	5	5	5	Kudos to the MPs who man the front gate! They are exceptionally "customer oriented." At the same time they are conducting the very serious businss of ensuring proper access and security for those of us who work at Fort Monroe, they are also taking the time to be courteous and friendly – even remembering to say "happy birthday" when an i.d. card DOB warrants it! That's very impressive.
30	NERO						What is the product?? Is the "product" your mission statement? You need to ask a lot of specifics that you want information on and then have a comment section.
31	TRADOC CH	SFC Tansioco	3526	4	4	4	Dr. Ordonez has retired and was replaced by a male physician. My question is how are we, female patients be abneed to consult with a female physician. It is certainly very uncomfortable seeing a male physician in reference to female problems. Thank you.
32	NERO			2	4	4	Figure out how to run a club that can provide a decent salad and soup bar in winter and salad and sandwich bar in spring/summer.
33	Northeast Region DPW	Charles Waggoner	788 2309	5	5	5	1. I am provided a fine and comfortable place to work with good parking facilities and that makes my live more enjoyable. 2. The speed bumps in the roadways should be removed; they are wrecking my car.
34	SGS	Woodruff	2513	4	4	4	

ID	ORG_Name	Name	PHONE	Quality	Timeliness	Responsiveness	Special_Comments
35	NE MWR CYS	Barbara Leggett	788-5262	5	5	5	
36	NERO	Tom Whisnant	x-5214	5	5	5	This satisfaction survey is too broad and generic. Recommend that you address specific products, e.g. MWR, Civilian/AG Personnel, DPW, DOIM, etc. If you are going to tie this survey to APIC, then you need to get more specifics. Recommend that you address key processes along with key support processes.
37	NERO PWD	Harry Pfeiffer	788-3084	4	4	4	Remove the temporary speed bumps from the parking lot of Building 5 and the one way entrance road by Bldg 87 that is only open for peak arriving and departing hours. Paragraph 2-17 of AR 420-72 states, "Hazardous features such as transverse ridges, speedbumps, or dips on pavement surfaces will not be installed or maintained as a means of controlling or reducing the speed of traffic."
38	DCMA Southern Virginia		788-3543	3	3	4	Better the respond time for maintenance and repair request. Better the communication and followup with maintenance personnel.
39	HHC TRADOC			4	4	4	
40	Deputy Chief of Staff for CCCC			4	4	4	
41	DCSDEV TRADOC	John Ordway	788-4347				Having worked with surveys in the past, I question the usefulness of this survey. Believe it lacks the specificity required to make results meaningful. What if people are very dissatisfied with services (products) provided by the DOIM, but believe CPAC or MILPO is providing superior service.
42	DCSDEV	Ross Miller	788-2795	4	4	4	Provide towels at the gym and pool.
43	HQ TRADOC	LTC Jackson	X3158	4	5	4	
44	TRADOC DCSDEV CAD	CPT Anthony Campbell	x2171	4	3	3	Responsive time for engineers seems to be slow. It would be great if the Engineers could give a specific date and time when they will come by to fix something verses calling 10-20 minutes prior to the visit. It is difficult for my wife to stay at home having to wait over several days for the engineers to show. However, when they do show up, they always to a great job!
45	DCSDEV	Parker R. Bunch	788-2980	5	4	4	I understand there are several ongoing construction projects at Ft. Monroe (i.e. Recreation Center and Marina). This has most likely contributed to reduced parking availability due to an increase in construction personnel. What are the completion dates for these projects and expectation for resumption of parking normalcy? This by no means is a complaint, new construction is always welcome and I do not mind walking a little further from parking, just curious about expected completion. Additionally, it is my opinion that reserved parking on Ft Monroe should only be for the appropriately authorized Handicapped, Military vehicles, General Officers and Senior Executive Services, in that order, and eliminate Colonels and GS-15s.
46	DCSDCS			4	4	4	The only complaint I have is the heat and air are set too high. It gets too cold in the summer and too hot in the winter. We have to leave the doors open year round to be comfortable. Of course, that has been a problem at every installation I have worked at for the last 20 years. Maybe there is no way to regulate the temps in big buildings but it sure seems like a waste of taxpayer money to pay for heat and air that goes out the door.
47	DESDEV			4	4	4	
48	HQ TRADOC DCSDEV			3	3	3	A quarterly town hall meeting would help to facilitate communication/information sharing.

ID	ORG_Name	Name	PHONE	Quality	Timeliness	Responsiveness	Special_Comments
49	NERO MWR CYS			4	4	4	
50	HQ TRADOC						"What" are we rating? What is the survey about? What are the processes and product that you want us to comment on? Don't understand what we are supposed to comment about
51	DCSDCS	Teela T. Finch	757-225-08	4	4	4	
52	DCSDCS	Coates, Cynthia		5	5	5	
53	HQ TRADOC	Bill Jones	788-2306	4	4	2	I subitted a request several months ago, requesting the Post to enforce the TRADOC/FT Monroe established ban on reserved 0-6 parking spaces. I understand that a plan has been drafted (with no participation from the TRADOC work force), but nothing has been implemented, to date.
54	DCSDEV	LTC Paul Bonney	8680795	3	3	3	Prior to PCS'ing to Monroe is used SITES information via internet. Some of the information was wrong. e.g. To sign in from PCS you are sent to the Admin bldg inside the moat. Other names and phone numbers are also wrong.
55	nero	compton	5261	4	2	2	Engineer response takes too long for minor issues. The cleaning contract is lousy and non-responsive. We are working in a dustridden environment which is unhealthy for the employees. The temporary road guards are too severe and cause frequent wheel alignments and damage to cars over a period of time. The customer service throughout rates a five on a scale of 1-10.
56	IMA Northeast Region Ofc MWR Division			4	4	4	I have worked here at Fort Monroe for 16 years and have enjoyed it. My use of the facilities available on post is minimal. I have used the Arts and Crafts facility and find the staff there to be quite helpful and timely on completing projects I bring in for them to do for me. The matting and framing work that is done is excellent. My children attended the camp summer fun program and thoroughly enjoyed it for the three years I enrolled them (about three years ago). I like used to enjoy going to the bowling center every Friday to get a freshly cooked burger and fries. I do not go any more because the burgers are already cooked and have been soaking in hot water. Then they are taken out and thrown on the grill to be warmed up (cooked again). Not appetizing at all. One issue that concerns me is number of new faces coming in and out of my office building. There is no visible ID or tag that they are wearing that tells me they are "legal." The reason I feel this way is a result of 9-11, which has heightened my awareness regarding the security and safety of the community as well as my office/building and the ones I visit.
Continuation							I worked part-time at a local hospital and every staff member was required to wear a badge. It made it easier to recognize at a glance that the person approaching me was authorized to be in the same area in which I was working (they have some areas that are restricted to the general public). With the war on terrorism in which we are currently engaged, this is a big concern of mine. I think the MPs are doing a great job. There jobs have changed significantly during 9-11 and their awareness has been heightened as well as others' and it is very evident from their actions that they take their positions in the community as seriously as they should. Overall, I believe that those who work and/or live on Fort Monroe like the community and try to keep it clean. If I have a problem at a facility, I try and solve it immediately or talk to the activity manager regarding the situation. Most of the activity managers work very hard at meeting their customers' needs in a satisfactory (or better) manner.
57	IMA NERO	Rod Pinner	788-5172	4	4	5	
58	IMA Northeast Region			4	4	4	
59	DCSC four	Ernest Holmes	788-3948		5	5	No. I am just glad you are there.
60	DRM			5	5	5	
AVERAGE FOR QUALITY/TIMELINESS/RESPONSIVENESS				4.054545	3.857142857	3.892857143	

End